TECHNICAL ADVISORY COUNCIL
A Subcommittee of the Commission on Technology

Friday, December 7, 2012
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT
Mohyeddin Abdulaziz*
John Barrett*
Karl Heckart, Chair
Jennifer Gilbertson
Randy Kennedy
Cary Meister
Jared Nishimoto
Myron Pecora*
Eloise Price*
Kyle Rimel
James Towner
Thomas Watson

MEMBERS ABSENT
Ron Bitterli
Valerie Burns
Charles Drake

GUESTS
Co Horgan, *Gilbert Muni Court*
Rona Newton, *PACC*

AOC STAFF
Adele May, *ITD*
Stewart Bruner, *ITD*
Melissa Hinojosa, *ITD*
Nat Mara, *ITD*
Steven Scales, *ITD*
Jethro Sheridan, *ITD*

* indicates appeared via telephone

TAC MEETING MINUTES

DRAFT

WELCOME, INTRODUCTIONS, AND OPENING REMARKS — Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the October 5th, 2012 TAC meeting.

| MOTION | A motion was made and seconded to accept the minutes of the October 5, 2012 TAC meeting with a correction to the date of the December 2012 meeting. The motion passed unanimously. | |

UPDATE — PRIORITY PROJECTS STATUS — Karl Heckart

Karl shared current details about several statewide initiatives of note, including

- The progress of the Jury+ software upgrade that affects courts around the state. Members discussed the approach of merging multiple voter-related files and providing an extract rather than having the vendor do it. Karl mentioned a rising level of pushback on fees associated with vendor software in general. Some courts and counties face increasing pressure to trim maintenance, including for electronic document management systems (EDMSs).
- The progress of the e-Access project, led by Eric Ciminski, in standing up a document access service. The project points out the critical need for synchronization in EDMS releases throughout the state to enable operation as an enterprise. A business policy decision is being made about the appropriate age of documents within the e-Access system. Following that, documents will be obtained off-network from the local OnBase systems to speed the process of population.
- Timelines for AJACS 3.9, 3.10, and 3.11 releases with associated increases in functionality, like FARE, Mesa's base needs, and steering committee priority items. Karl described recapped recent discussions with AmCad about the future direction of their product and steps toward a nationwide users' group.
- Progress with Apache Junction Municipal Court as a possible pilot court implementing before Mesa. Conversion activities are headed toward testing early next year. The training model remains in flux, but currently look like a set of videos, followed by a one-week session at a regional center, then a week of hands-on training at implementation, then ongoing field trainer support.
- The e-Bench judge-centric pilot, which is separate from AJACS limited jurisdiction judge processing. It will require a large enough investment to warrant completion of an RFP and award of a contract beforehand.
- Factors in making the decision about refreshing ACAP PCs with Windows 8/IE10 versus Windows 7/IE9 and the traditional desktop view. Karl gave his impression of Windows 8 and asked members for theirs. Windows 8 forces decisions about touch screens, vendor app store usage and vendor cloud data storage. Members recommended waiting 6 months to ensure stability but committing to move to the new interface to prevent being left behind by new applications developed in the next 5 years. Karl stated that test PCs will be made available for local testing early next year.

UPDATE	LOCAL COURT ROUNDUP	Various

Various members shared their topics of concern or questions for other members.

- Kyle Rimel asked whether to continue to hold limited jurisdiction courts desiring to collect payments online for the new FARE contract or whether to let them go the county's direction. Karl provided information about adoption timelines in the event the current vendor is awarded another contract or if a different vendor is selected.
- Jared Nishimoto asked about Crystal use with AJACS versus SSRS for local report writers who are more comfortable with Crystal. Steven Scales provided some options for reporting, including a local SSRS server that would obtain data from the AOC. Steven summarized that all code generation products have their unique peculiarities.
- Jared also proposed a shared folder for "run at your own risk" reports that other counties might benefit from. Karl welcomed any local court to create a share for other courts, but AOC cannot do that without some certification of safety and usability taking place first.

DISCUSS	PROTECTION OF COURT DATA IN THE CLOUD	Karl Heckart

Staff member Stewart Bruner asked how Windows 8 and "available anywhere" data features on network attached devices were being handled by courts in light of our stringent data security policies and breach notification requirements. Karl sees pressure coming from judges having iPads that connect to DropBox or iCloud that they want to also place on the court network, allowing data, possibly sensitive, that used to only reside on the court network to now be replicated on a third-party server whose security lies outside of court control. He suggested that several options for policies related to data in the cloud be presented to TAC and then COT for ratification of the most appropriate one.

Members warned that cloud solutions are predicated on urban densities and network redundancies, making them less appropriate for the rural courts in the state. Questions were raised about the viability of the SACNet inter-county solution awarded to GovNet several years ago. No one has heard anything about the progress of building out the network for months.

UPDATE	TECHNOLOGY CATEGORIES OF COURTS IN AZ	Karl Heckart

Karl referred members to a document Stewart shared in the October meeting that was created for courts desiring to be self-supported with AJACS. He described the ongoing need to clearly describe the line between local support items and central support items for any particular software application. The current categories of "Fish", "Fowl" and "Amphibian" will be changed before any formal approval. He proposed a major agenda item for the February meeting having sufficient time allotted to review the table line by line. He directed members to carefully review the division of responsibilities documented in the table against their particular situation in the meantime. The goal is to arrive at solid categories that apply to courts rather than a set of exceptions.

In answer to a question, Karl acknowledged that billing or service level agreements might change based on the tiers described in the document, if approved. Stewart asked that members return any issues they have with the table to him in advance of the next meeting.

TAC MEETING MINUTES   DRAFT

UPDATE	ENTERPRISE ARCHITECTURE UPDATE	Steven Scales

Steven Scales, Enterprise Architecture Manager at the AOC, discussed several items of interest to members, including:

- Warning that unregistered local bolt-ons to statewide applications are in jeopardy of being shut off after the turn of the year now that all registrations have been processed. He added that when AmCad re-architects their application, bolt-ons will have the ability to "write back" to AJACS, if policy gets updated to allow it.
- Progress with expanding the central case index (CCI) architecture from the current single-application model to a multi-application or enterprise model. Case and docket information has been brought over from the older CCI environment and work is getting underway on the party information index. Event data will be the next index.
- The completion of the study phase of the eWarrant project. The next phase will involve analysis and design, continuing to be grant funded. He described what he had seen of Kentucky's central warrant repository. Steve listed current team member agencies and asked TAC members for names of local subject matter experts who could lend their knowledge to application design meetings in Phoenix.
- Karl added that size limits for Exchange mailboxes on will soon be enforced, potentially preventing some users from sending mail. Members discussed their practices for working with the worst offenders in their jurisdictions to offer alternatives to on-server storage since the original warning was issued earlier this year.

REVIEW	LARGER POLICIES FOR ELECTRONIC DOCUMENT MANAGEMENT	Stewart Bruner

Staff member Stewart Bruner briefly reviewed the lifecycle of both paper and electronic court documents as background for codifying treatment of electronic documents throughout their entire lifecycle. Carrying paper policies into the digital world is proving to be insufficient. Courts' traditional fortress approach coupled with practical obscurity no longer operates in a world where documents and data are available remotely at all hours. He reviewed the ramifications of paper-based access and retention policies in several areas. For example, deleting electronic records after a certain time period requires a different set of date-related metadata than saving them forever. Current direction is vague in the areas of access and retention for paper. They must be clear and definitive in the digital world due to the proliferation of copies of files and the attending maintenance of those multiple copies.

He reviewed the fate of ACJA § 1-50X that TAC previously reviewed. Business leaders struggled to understand the "what" in the document without first understanding the larger "why" of higher level policies pertaining to electronic records in general. Stewart reviewed some specific areas of policy that first need to be documented in conjunction with court business leaders and the Arizona Judicial Council before detail like appear in 1-50X can be published.

UPDATE	STATEWIDE ONBASE ADMINISTRATORS' NEWS	Stewart Bruner Jethro Sheridan

Stewart Bruner, Manager of Strategic Planning at the AOC ITD, accompanied by Jethro Sheridan from AOC Infrastructure Operations, reminded members of the January 14 – 18 OnBase System Administrator training being hosted by Phoenix Municipal Court. He announced that OSAM has been purchased by DataBank IMX but is continuing to honor all contracts and work orders as a wholly owned subsidiary. Risk exists that terms could change at the end of the current contract period August 3, 2013. Jethro led a roundup of the remaining issues in the courts that are not yet on Unity. He shared that Yavapai Superior Court has been running OnBase 11 SP2 for a couple of months with no issues and Navajo Superior Court will be skipping 9.2 to go directly to 11 SP2 on Monday.

Stewart then discussed the strategy for populating the central document repository (CDR) in support of the e-Access project. The subscription for day-forward records and metadata must be established before historical data can be bulk copied and transported to Phoenix, to ensure both ends remain in synch. The door to the repository remains closed while the population is being completed and the policies decisions are made.

Karl raised the question of just how much disaster recovery courts are relying on from CDR. That answer affects the number of documents that need to be loaded. Stewart's order of OnBase priorities for courts is 1) Unity turn-on, 2) successful day-forward document transfer, then 3) loading of necessary historical documents.

CALL TO THE PUBLIC	Karl Heckart

After hearing no further discussion from members or the public, staff member Stewart Bruner entertained a motion to adjourn the meeting at 12:15 p.m.

Upcoming Meetings:	February 1, 2013	AOC – Conference Room 230
	April 5, 2013	AOC – Conference Room 230

MEETING ADJOURNED	12:15 PM